

BEST PRACTICE CATALOG

Project Title: **CUSTOMER SERVICES IMPROVEMENT**

Function Category: ☐ PATIENT-FOCUSED ☒ ORGANIZATION ☐ STRUCTURES

Subcategory: **Management of Human Resources**

Heading: **Managing Resources**

Key Word(s): **Customer Service**

Contact Person: **Arlevia Johnson**

Telephone Number: **(909) 425-7534**

Hospital: **Patton State Hospital**

Purpose: Provides employees and community customers with information and forms based on requests and schedules.

Brief Description: Patton's Human Resources Office front counter receives constant walk-ups and telephone calls from in-house and community customers seeking information and service regarding the following: Health and Dental benefits, savings plus, savings bonds, changes in addresses, name changes, withholding allowances, salary advances, IDP's applications and bulletins, testing for exams, hiring interviews, check-ins, PT range B&C, subpoenas, time reporting (634's), and correction forms, etc.

Selection Basis/Criteria:

The following items are available regarding this Best Practice:

☐ Photographs ☐ Video Tape ☐ Drawings ☐ Manual

☐ Other : _____

DATE SUBMITTED: **October 19, 1998**